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File: USPT

Oct 1, 2002

DOCUMENT-IDENTIFIER: US 6459782 B1

TITLE: System and method of developing mapping and directions from caller ID

Brief Summary Text (10):

Software and internet services for locating an individual's address as well as other information are available. These, however, do not respond automatically to an incoming or outgoing telephone call, nor do they generate navigational information such as detailed directions or maps that assist the user in navigating.

Detailed Description Text (4):

As illustrated in FIG. 1, in a preferred embodiment, the serial device 29 consists of the internal modem of computer 22. Only when calls are placed from extensions unconnected with the computer 22 is an external modem or other serial device necessary. Where telephone and internet services are available by a cable installation, a cable modem or modems for the computer will serve as the serial device 29 and any internet link desired.

Detailed Description Text (5):

In the embodiment shown in FIG. 2, if a caller ID communication is present in a telephone call, as indicated at block 40 of FIG. 2, the program causes the computer 22 to search for an address associated with the caller ID information in the user's address book or in the white pages loaded into the computer memory or available from the worldwide web via the internet. On the other hand, if no caller ID information is detected in a call, as indicated at 39, an interview screen field 301 of a screen 300 (FIG. 8) is brought up on the display 24 permitting an operator at the computer installation 20 to interview the caller so as to determine the caller's name and telephone number. The operator enters this information via the keyboard 27. The program then reverts to block 40 to search the white pages for an address. Alternatively, at block 39 the interview field 301 can cause the operator to inquire as to the caller's address and enter that, whereupon the address information is input to the main program subsequent to block 40 as indicated by the broken lines in FIG. 2.

Detailed Description Text (7):

If it is determined at block 42 that an address has been found in the white pages, then that address is input to the mapping program of the computer installation 20 or via the internet. If no address is found in the white pages, then once again an interview screen 300 is brought up on display 24 for the operator at the computer facility to input an address using the keyboard 27 in cooperation with the display 24. This is indicated at block 43. The address determined in this fashion is then input to the mapping software at 44 and a map is generated at 46, at the printer 25, at the display 24, or at both. The information entered by the operator at block 39 or 32 is used to update the user's address book.

Detailed Description Text (8):

As shown in FIG. 2a, in a preferred variation of the routines of FIG. 2, if at 38 a caller ID has been found, or if at block 39 a caller's name or number has been input by the local operator of the system 20, the address search is first conducted at 40a in the user's address book. Again, this is the address book of recent purchasers, prospects, or other current address information compiled by the proprietor of the computer installation from its own records, prior experience, or the like. If an address is found there, the decision is at block 42 to proceed as previously to block 44 inputting both the computer installation's address and the

uncovered caller address to the mapping facility. However, if no address is found in the address book, the decision block 42 initiates a search in the white pages contained in memory in the computer installation or via the internet at 40b. If an address is then found, again, the decision is made at 42b to proceed to the mapping facility at block 44. However, if no address is found in the white pages, the interview screen is brought up for the local operator to complete and in that way the necessary address information is input and the program continues as previously.

Current US Cross Reference Classification (1):

379/142.01

Current US Cross Reference Classification (2):

379/142.06

CLAIMS:

6. A method of generating, by computer, travel directions from a first location to the location of a telephone caller including: (a) providing a stand-alone computer installation at said first location, said stand-alone computer having a database that includes: 1) a locally assembled address book, and 2) telephone directory information; (b) receiving a telephone call at said first location; (c) detecting caller identification information electronically associated with said received telephone call; (d) providing navigation software in the computer installation; (e) programming said navigation software with the location of said first location corresponding to a point of origin; (f) automatically retrieving destination information corresponding to the location of the telephone caller as derived from the caller identification information electronically associated with a telephone call from the caller by: 1) first searching said locally assembled address book in said database using the caller identification information, and 2) subsequently searching said telephone directory information to obtain destination information relative to situs of the telephone caller when said destination information is not found in the locally assembled address book; (g) automatically communicating destination information corresponding to the location of the telephone caller as derived from the caller identification information electronically associated with a telephone call from the caller to said navigation software; and (h) outputting navigation information for navigating from said first location to the location of the telephone caller as developed by the navigation software.

9. A method for generating navigation information automatically with respect to a location to which a telephone call is placed, as a destination, comprising: (a) providing a stand-alone computer installation connected to receive a telephone number of a call being placed from said computer installation; (b) providing a database of address information associated with telephone numbers within said computer installation, said database comprising: 1) a locally assembled address book, and 2) telephone directory information; (c) providing said computer installation with navigation software for generating navigation information from a point of origin to a destination corresponding to said location to which a telephone call is placed; (d) using said computer installation for performing the steps of: (i) retrieving address information from said database corresponding to a telephone number to which a call is placed by: 1) first searching said locally assembled address book in said database using said telephone number, and 2) subsequently searching said telephone directory information to obtain address information relative to the location associated with the telephone number called when said address information is not found in the locally assembled address book; (ii) providing the retrieved address information as a destination to said navigation software; (iii) providing a point of departure to the navigation software; and (iv) outputting navigation information generated by the navigation software for navigating from said point of departure to said destination, whereby a telephone caller is able to obtain navigation information from the point of departure to the situs of the location called.

11. A method of generating travel directions from a location receiving a telephone

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call to a location of a telephone caller comprising: (a) providing a stand-alone computer installation connected to receive a telephone call; (b) receiving a telephone call; (c) detecting caller identification information electronically associated with said received telephone call including at least one of a telephone number associated with a calling telephone and a name associated with said calling telephone; (d) providing a database in the computer installation, said database comprising: 1) a locally assembled address book, and 2) telephone directory information; (e) automatically retrieving an address from said database associated with at least one of the telephone numbers and a name associated with said calling telephone by: 1) first searching said locally assembled address book in said database using said telephone number, and 2) subsequently searching said telephone directory information to obtain said address relative to the location associated with the telephone number called when the address is not found in the locally assembled address book; and (f) generating travel directions in response to the address automatically retrieved and at least one further address input to the computer installation.

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